

News & Views

A NEWSLETTER DEDICATED TO INFORMATION TECHNOLOGY IN THE STATE OF MONTANA

State Bulletin Board System Discontinued

A milestone was reached when the State Bulletin Board System (BBS) was officially discontinued on July 1, 2000. Bulletin board systems were widely used during the 1980's and early 1990's, but in recent years have been replaced by Internet web servers.

The State BBS was put into service on October 1, 1989 by the Department of Administration as a result of legislation passed by the 51st Legislature. It was an important method for disseminating state government information to the public. The State BBS received over 10,000 calls per month during its heyday, and about 1/4 of a million calls since its inception. The public frequently accessed information such as road and weather reports and legislative bill status. However, BBS usage dropped dramatically in recent years as the public began using the Internet.

Most state agencies have a wealth of information available on the Internet and it can be reached from the State's homepage at <http://www.state.mt.us>.

The State BBS was co-located with the Montana Education Telecommunications Network (METNET) BBS, which remains operational and can be reached at <http://www.metnet.state.mt.us> or via dialup modem using a toll-free phone number (800-803-6393). For more information about METNET, contact Steve Meredith at the Office of Public Instruction, 444-3563 or smeredith@state.mt.us.

State Hosts Regional Telecommunications Meeting

Montana was the host state for the Western Region Meeting of the National Association of State Telecommunications Directors (NASTD). Participants from Alaska, Arizona, New Mexico, Washington, Oregon, Utah, Nevada, North Dakota, South Dakota, Nebraska, Wyoming and Minnesota attended the gathering held in Whitefish July 5-8, 2000.

The group learned about telecommunications activities in different states, participated in discussions about carrying voice signals over IP networks, wiring schools, highway right-of-way projects, integrated

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management systems and more. Several telecommunications services vendors also participated.



More information about NASTD is available from Carl Hotvedt, Western Region

president, Information Services Division, at 444-1780, Outlook or via email at chotvedt@state.mt.us. See also the NASTD website at www.nastd.org.

What is a Computer Virus?

Computer viruses are programs that replicate themselves, attach themselves to other programs, and perform unsolicited and often malicious actions. There are several different kinds of computer viruses. They are boot sector, file, macro, and Trojan horse.

Boot sector viruses engage their infection just as your computer loads the operating system (as they first come on). They infect a system's hard drive or floppy disk and then replicate by infecting any logical disks attached to the system. File viruses infect executable or program files. They must be executed in order to become active, and include executables such as .com, .exe, and .dll. Once executed, file viruses replicate and attach to other executable files. These viruses can be very destructive.

Until 1995, the boot sector and file viruses were the only types of computer viruses. With the release of Microsoft's popular application software, a new type of virus was created, the macro virus. This virus type is not written in programming code as other viruses. Macro viruses use an instruction set in programs such as Microsoft Word, Outlook and Excel and are often referred to as document viruses. The macro virus becomes active when you open an infected document, and attaches itself to any document that is opened or created.

The newest type of virus is called the Trojan horse. This virus propagates itself using Microsoft Outlook/Exchange. Once a computer is infected, via an attractive email attachment such as a game or graphic, it attaches itself to all messages a user sends. It does this without the knowledge of the user. These types of viruses can also be very destructive.

Other types of viruses are hoaxes and chain letters. The goal of these types of viruses is to get users to pass an email message on to as many people as possible, creating traffic on the computer network and filling up email servers.

How do you know if you have a virus? Some typical signs of virus activity are:

- Unusual messages displayed
- Files are missing or increased in size
- System operates slower
- Sudden lack of disk space
- Cannot access disk
- Programs do not run properly
- Your virus scanning software warns you
- Receipt of an unexpected email or email from someone you do not know

If you think you might have a virus on your computer, please contact your network administrator for assistance. Do not disregard any messages that you might receive from your virus scanning software. If you have a virus and disregard the message, your computer may become inoperable. For more information regarding computer viruses, contact Lynne Pizzini, Network Security Officer at 444-4510, Outlook or email at lpizzini@state.mt.us.



Fiscal Year 2001 Rates

ISD rates for the second half of the biennium, fiscal year 2001, will be unchanged from fiscal year 2000. For a complete rate schedule, see the ISD website at <http://www.state.mt.us/ISD/service/index.htm>.

Questions on ISD rates may be directed to Doug Volesky of ISD's Centralized Services Bureau at 444-0193, Outlook or email at dvolesky@state.mt.us.

Correction to IPX Sunset Date

The article in the July 2000 issue of *ISD News & Views* contains an error. In the article *June ITMC*

Notice !!!



Meeting on page 8, the sunset date for using the IPX protocol on SummitNet was listed as July 1, 2000. The targeted sunset date for IPX on SummitNet is July 1, 2001.

WORD 2000 – Custom Menus

Word 2000's menus offer dozens of common commands at the click of a mouse, but sometimes they forget something. If one of your most frequently accessed commands remain inaccessible via the menu, then you should just go right ahead and make your own menu.

First, open the Customize dialog box by choosing Tools, Customize. On the Commands tab, scroll to the bottom of the categories list until you see an entry for New Menu. Select New Menu from the list, grab the New Menu entry from the right column, and drag it to the menu bar. You'll see black lines that indicate where the menu will appear. When you have the menu in place, release the mouse.

Now, name your menu. With the Customize window still open, right-click on the menu and you'll see a box that contains the menu name. Click in the box and enter a name for your new menu. With your menu named and in place, it's time to add functions to it. Once again, choose Tools, Customize and click the Commands tab. In the left column, you'll see a long list of the various categories of commands, and on the right, you'll see the commands that fall into the selected category. You can search through this extensive list, choose any category, grab a command from the right column, and drag it to your new menu. When you finish adding commands to your custom menu, just close the Customize window.

If you like the idea of creating menus but don't want to add another item to the menu bar, you should know that you can just as easily add custom menus to any of the toolbars in Word 2000. The process is very similar. Begin by selecting Tools, Customize. On the Commands tab, scroll to the bottom until you see New Menu, then select it in the left column. On the right, drag the New Menu command, and instead of putting it on the menu bar, place it where you like on any of Word's toolbars.

Calendar of Events

August

- 2 Information Technology Managers Council (ITMC), 8:30-10:30 am
Rm 111, Metcalf Bldg.
- 23 Information Technology Advisory Council (ITAC), 8:30-Noon,
Rm 111, Metcalf Bldg.

September

- 6 Information Technology Managers Council (ITMC), 8:30-10:30 am
Rm 111, Metcalf Bldg.
- 7 Montana Geographic Information Council (MGIC), 8:30-4:30, Rm 218,
Mitchell Bldg.
- 8 SummitNet Executive Council (SEC),
1:30-3:30 pm, DPHHS MetNet Site

If you find that the custom menu you added to a toolbar or the menu bar just isn't working out and you want to get rid of it, there's an easy way. Once again, choose Tools, Customize. With the Customize window open, simply right-click on the menu in question and select Delete. Your menu bar or toolbar is back to its original state, right where you want it.

These tips are adapted from www.tipworld.com.

For more information about this article, contact Irvin Vavruska of End User System Support at 444-6870, Outlook, or email at ivavruska@state.mt.us. For other help contact your Agency support staff or call the ISD Customer Support Center at 444-2000.

Word 2000 - Section Breaks

What are sections and section breaks? Most large-scale formatting you do to a Word document apply to the section in which they were applied. If you're working in simple documents with a single section, you need never worry about how section breaks work. But if you're working in a document with any complexity, you'll probably want to break your document into sections by table of contents, chapters and indexes, and so on. You can use sections to vary the layout of a document within a page or between pages. Just insert section breaks to divide the document into sections, and then format each section the way you want. For example, format a section as a single column for the introduction of a report, and then format the following section as two columns for the report's body text.

By breaking your document into sections, you can be sure that each section can be formatted exactly how you like without worrying how it will affect the rest of your document. To add a section break to a document, simply choose Insert, Break. The resulting dialog box allows you to choose from several kinds of section breaks. Next Page inserts a page break and begins the section on the next page. Continuous begins a new section but doesn't break the page. Even Page and Odd Page insert a

section break on the next even or odd page, respectively. Use these breaks for printed material or reports where you want your new section to begin on a certain page (think of books, where chapters usually begin on odd pages).

You can change the following section formats: margins, paper size or orientation, paper source for a printer, page borders, vertical alignment, headers and footers, columns, page numbering, line numbering, and footnotes and endnotes. For example, you might need to insert a table into a document that uses a different printing orientation than the rest of the document. You need to construct a table in the Landscape format in order to fit all of the information. The key to changing the orientation of a specific page is to insert section breaks before and after the page you want to change. Then, you can simply go to Page Layout to change the orientation of that page and apply it to the section only.

Keep in mind that a section break controls the section formatting of the text that precedes it. For example, if you delete a section break, the preceding text becomes part of the following section and assumes its section formatting. Note that the last paragraph mark (¶) in the document controls the section formatting of the last section in the document — or of the entire document if it doesn't contain sections.

These tips are adapted from www.tipworld.com and Microsoft Word 2000 Help.

For more information about this article, contact Irvin Vavruska of End User System Support at 444-6870, Outlook, or email at ivavruska@state.mt.us. For other help contact your Agency support staff or call the ISD Customer Support Center at 444-2000.

Word 2000

Word 2000 - More Keyboard Shortcuts

Indent text using keyboard shortcuts in Word (95, 97, 2000)

Word offers several ways to add a left indent to text, such as using the ruler, Paragraph dialog box, or the Increase Indent toolbar. You can also use keyboard shortcuts to indent text. The following list provides eight commands and their corresponding keystrokes. To achieve the desired results, select the text you wish to indent and execute the appropriate keystroke.

- Center [Ctrl] E
- Justify [Ctrl] J
- Left align [Ctrl] L
- Right align [Ctrl] R
- Left indent [Ctrl] M
- Remove left indent [Ctrl][Shift] M
- Create hanging indent [Ctrl] T
- Reduce hanging indent [Ctrl][Shift] T

Printing a list of keyboard shortcuts in Word 2000

If you're the kind of user who constantly uses keyboard shortcuts, you'll be thrilled to know that there is a method for printing a complete list of all available keyboard shortcuts in Word 2000. There are quite a few steps, but the procedure is simple. Begin by choosing Tools, Macro, Macros to open the Macro dialog box. Choose Word Commands from the Macros In menu and type "ListCommands" in the Macro Name box. Click the Run button and click OK for Current Menu And Keyboard Settings in the resulting dialog box. You should see a Word document that contains all keyboard shortcuts, which you can then print normally by selecting File, Print.

These tips are adapted from www.tipworld.com.

If you have any questions about this article please contact Theresa Hayter of End User Systems Support at 444-0751, or e-mail at thayter@state.mt.us. If you have a problem with this application, please use the software's Help features, contact your agencies support staff, or call the ISD Customer Support Center at 444-2000.

Windows 98 - Installing Microsoft Fax

If you have a modem capable of sending and receiving faxes as well as data you can install the old Windows 95 fax capability on a Windows 98 system. Actually, Microsoft Fax is on the Windows 98 installation CD.

Pop the CD into your CD-ROM drive, click Browse This CD, and navigate your way to the Tools/OldWin95/Message/Us folder. To install Microsoft Fax, run awfax.exe.

(Note: According to Microsoft, this utility "requires a Full MAPI Client in order to function, such as: Microsoft Exchange, Windows Messaging, Microsoft Exchange Server Client or Outlook [the full version, not Express].")

These tips are adapted from www.tipworld.com.

For more information about this article, contact Irvin Vavruska of End User System Support at 444-6870, Outlook, or email at ivavruska@state.mt.us. For other help contact your Agency support staff or call the ISD Customer Support Center at 444-2000.

Windows Freebie - Screenshot

There are many reasons to save images from your computer screen. You may want to create step-by-step software demonstrations, or capture a program error to help a vendor diagnose a problem. Windows includes a very rudimentary screen-capture facility, but it can't be used in all situations. ScreenSeize includes options to meet almost every contingency.

You can capture the entire screen, an application window, a dialog box, a selected area or object, and more. Capturing can be triggered by a timer, a hotkey, or a mouse button click, and you can choose whether to include the mouse cursor. The Automatic Save options are handy when capturing many images in sequence.

To install ScreenSeize, unzip its program files to a folder on your hard disk. There are three program files: ScreenSeize.exe, ScreenSeizeLib.dll, and ScreenSeize.hlp. All three files should reside in the same directory. When you run ScreenSeize for the first time, it creates a ScreenSeize.ini file that saves your program option preferences. To uninstall ScreenSeize, simply delete its program files. For details on program operation, refer to the program's online help file

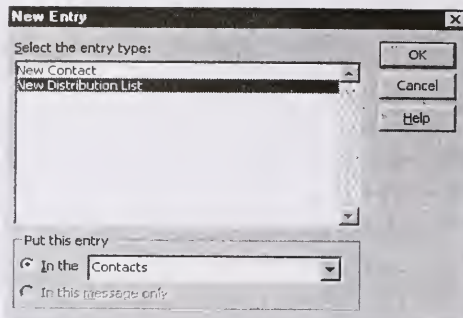
ScreenSeize was written by Charles Petzold, and first appeared in *PC Magazine* May 23, 2000 (v19n10).

If you would like a copy of the Screensize files, they are available on the Value Added Server at `\guest\windows\win95\addons\Screensize`. If you do not have access to the Value Added Server contact your agency help personnel or Irv Vavruska of End User Support via Zip!. Outlook Email, or at 444-6870

OUTLOOK 2000 – Distribution Lists

If you have a group of people you send email to regularly why not organize them into a group? It will save you time; instead of searching for five email addresses, you need to enter only one.

To create the list, select Tools, Address Books (or click the Address Book button on the Standard toolbar). Click on **File**, **New Entry** (or click the "New Entry" button on the Address Book toolbar). Highlight "New Distribution List". and verify "Contacts" is checked in the Put This Entry section as shown below. Click OK.



Type a name for your list and click on the "Select Members" button. Choose which names you want to add from the Global Address List. Click OK, then "Save And Close". Now the list will appear in your Contacts folder. No more picking and choosing individual names!

But what happens when someone leaves or joins the group? Simple – just edit your distribution list. Open the Address Book. Change to your Contacts view. Double-click the name of the group you want to change and click the "Select Members" button. Highlight the name(s) you want to delete and click Remove. Or, select the names you want to add., then click OK. Now select the "Save and Close" button. (**NOTE:** Using the same screens to add or remove a member, you can rename the list by deleting the current name and typing in a new one.)

These tips are adapted from www.tipworld.com.

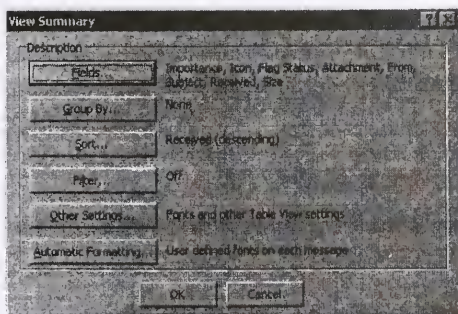
If you have any questions on this article please contact Sue Skuletich of End User Systems Support at 444-1392. Outlook or email at sskuletich@state.mt.us. If you have a problem with this application, please use the software's Help features, contact your agency support staff or call the ISD Customer Support Center at 444-2000.

Outlook - Receipt Requested Messages

In the April issue of *ISD News & Views*, we discussed the Preview Pane option to view messages. This allows you to look at the message without having to open it. If you use this option you may have gotten messages back from people saying that you deleted their message without reading it, since you have not actually opened the item. Usually the only way to trigger the return receipt action that lets the sender know you have read the message is by opening the item.

As mentioned in the previous article, there are ways to get around this problem. The one discussed previously will mark all messages viewed with the Preview Pane as read by going to the Tools/Options/Other tab and selecting the Preview Pane button. This month we will make Outlook inform you if a message has a Return Receipt attached to it, allowing you to open the message and trigger the return receipt action.

Go to the View menu and select Current



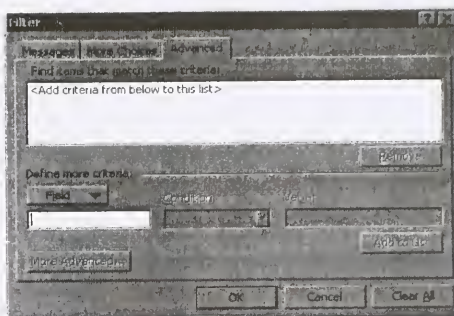
View/Customize Current View.

Click Automatic Formatting button and Add a new format (you can call it 'recieptrequested').

Select the Font/Color for the messages (I selected dark blue)

Click Condition then go to advanced tab.

Under "Define More Criteria" choose the Field drop down menu and select All Mail Fields.



Choose Receipt Requested = YES

Click OK to return to Outlook.

Now all messages that you receive with receipts requested should be the color you selected, alerting you to open the message.

If you have any questions regarding this article, contact Samuel Mason of End Users System Support at 444-1548 or e-mail at smason@state.mt.us. If you have any Outlook problems, please contact the ISD Customer Service Center at 444-2000.

Media Based Training (MBT)

Need to brush up your Excel skills? Has it been a while since you attended Outlook training? Don't need to spend the time to take a full class? Try Media Based Training (MBT).

MBT courses can be a great alternative to instructor led training. They are self-paced courses that run on your office PC. You can choose which topics to select in each course, as many or as few as needed.

ISD maintains a large library of courses available for checkout – courses in all the Office 2000 products, technical networking classes, operating systems classes and more. To find out what's available go to <http://www.state.mt.us/isd/current/training/mbt.htm> on the web.

To check out a course, contact Shawndelle Semans at 444-3820, Outlook or email at ssemans@state.mt.us.

Dial-up Data Network Access Training for End Users

While traveling on State business do you need access to the mainframe, email, or files stored on your network server? Do you have a need to access these same resources from your Home? If you answered yes to either of these questions and would like to learn more, then sign up for this training session. Learn what you can do with your home or Laptop PC and a modem.

This is a one-hour seminar that covers the following:

- Dial-up Configuration
- Services Available
- Dial up Networking Terminology
- Future of Remote Network Access

Date: Wednesday, August 9, 2000

Time: 9:00–10:00 am

Location: Room 160, Mitchell Bldg.

For registration or more information, please contact Lois Lebahn (llebahn@state.mt.us) or Kim Ingwaldson (kingwaldson@state.mt.us) of ISD at 444-2700.

Computer Security Training for State Employees

This is a two-hour seminar that covers the following:

- network security
- laws, rules, and policies
- login IDs and passwords
- viruses, hoaxes, and chain letters
- proper use of e-mail and the Internet
- user responsibilities

This training is held the third Thursday of each month from 8:30-10:30am in room 13 of the Mitchell Building.

Date: Thursday, August 17, 2000

Time: 8:30–10:30 am

Location: Rm. 13, Mitchell Bldg.

For registration or more information, please contact Lois Lebahn (llebahn@state.mt.us) or Kim Ingwaldson (kingwaldson@state.mt.us) of ISD at 444-2700.

Training Calendar

Non Credit Workshops

Schedule assembled by the Helena College of Technology of the University of Montana. If you have any questions about enrollment, please call 406-444-6821. All classes are held at the Ray Bjork Campus, 1600 8th Avenue, Helena.

The Helena College of Technology will make reasonable accommodations for any disability that may interfere with a person's ability to participate in training. Persons needing an accommodation must notify the college no later than two weeks before the date of training to allow adequate time to make needed arrangements. To make your request known, call 444-6821.

To enroll in a class, **you must send or deadhead a State Training Enrollment Application to**

*State Training Center, HCT
Helena, MT 59601*

If you have questions about the course descriptions or enrollment, please visit our web site at www.hct.umontana.edu, call 444-6821 or email to 'Helena College of UM' or blunceford@state.mt.us

Once you enroll in a class, the full fee will be charged **UNLESS** you cancel at least three business days before the first day of class. *HCT is also willing to schedule specific classes by request for state agencies*



State Training Calendar

	Prerequisites	Dates	Cost	Hours
DataBase Classes				
Crystal Reports Introduction <u>NEW</u>		Aug 14-15	300.00	15
Crystal Reports Introduction/ Advanced Combination <u>NEW</u>		Aug 16-18	450.00	22.5
Intro to Oracle	Windows 95/98	TBA	200.00	14
Discoverer 3.0	Windows 95/98	TBA	100.00	7
SQL/PL-SQL	Intro to Oracle	Aug 8-10	300.00	21
Oracle Developer 2000	Intro to Oracle & SQL/PL-SQL	Aug 14-17	**400.00	28
Oracle Designer	Oracle Dev; SQL/PL-SQL recom	TBA	**500.00 + book	35
Access 2000	Windows 95/98	Sept 11-12	200.00	14
Visual Basic for Access 2000	Access 97/2000	TBA	200.00	14

Data Network/Mainframe Classes

NetWare 5		TBA	544.95 inc. book	35
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Microcomputer Classes

Visual Basic 6.0 <u>NEW</u>	Windows 95/98	Sept 18-29 am	554.40 inc. book	35
Window 2000 Professional <u>NEW</u>		Sept 6-8	*850.00	22.5
Windows Registry <u>NEW</u>		Sept 11-12	TBA	15
Windows 98	N/A	TBA	100.00	7
Outlook 2000	Windows 95/98	Aug 3 am	FREE	3
		Sept 13 am		
Adv. Outlook 2000	Outlook 98/2000	TBA	43.00	3
Intro to Word 2000	Windows 95/98	Aug 1	100.00	7
		Sept 5		
Intermediate Word 2000	Intro to Word 97/2000	Aug 29	100.00	7
		Sept 26		
Macros for Word 2000 (VBA)	Interm Word 97/2000	TBA	200.00	14
Creating Forms in Word 2000	Interm Word 97/2000	Aug 31 am	50.00	3.5
Intro to Excel 2000	Windows 95/98	Aug 2	100.00	7
		Sept 5		
Intermediate Excel 2000	Intro to Excel 97/2000	Aug 30	100.00	7
		Sept 19		
Advanced Excel 2000	Interm. Excel 97/2000	Sept 1am	50.00	3.5
		Sept 28 am		
Graphing in Excel 2000	Interm. Excel 97/2000	TBA	50.00	3.5
Internet	Windows 95/98	Sept 29 am	50.00	3.5
Building Web Pages (FrontPage 2000)	Internet	Sept 7-8	200.00	14
PowerPoint 2000	Windows 95/98	Sept 21-22	200.00	14
Microsoft Project 98	Windows 95/98	Sept 14-15	200.00	14

SABHRS (MTPRRIME) Classes

PS Query/Crystal Reports	Aug 30-31	200.00	14
Document Direct Plus! (version 2.2) NEW	Aug 29 pm	50.00	3.5
	Sept 22 am		
End-User Tools for SABHRS Reports	Sept 12 pm	50.00	3.5
For Accounting & Payroll Technicians			
(PS Query, Doc Direct, Doc Analyzer, pivot tables and etc.)			
End-User Tools for SABHRS Reports	Aug 1 am	50.00	3.5
For Managers & Budget/Accounting Analysts	Sept 12 am		
(PS Query, Doc Direct, Doc Analyzer, pivot tables and etc.)			

More SABHRS Classes for MANAGERS

SABHRS Overview for Managers & Fiscal Officers	Aug 29 am	50.00	3.5
	Sept 19 am		
SABHRS: Accessing Fiscal Information	Aug 30	50.00	3.5
	Sept 21 am		

Financial Modules

GL1: Basic Journal Entries	Aug 3	100.00	7
	Sept 5		
	Sept 14		
GL3: General Ledger Budget Management	Aug 31	100.00	7
	Sept 7		
Accounts Payable	TBA	100.00	7
Accounts Receivable	Aug 2	100.00	7
	Sept 15		
Asset Management	TBA	100.00	7
Purchasing	Sept 14	100.00	7

Human Resource Modules

Time & Labor	Sept 7	100.00	7
Managing Position & Employee Data	Sept 15	100.00	7
Training Administration	Sept 29 am	50.00	3.5
Applicant Hiring Process	Sept 29 pm	29.00	2
Human Resource Upgrade 7.5 NEW	Sept 25 am	50.00	3.5
	Sept 29 am		
	Oct 3 am		
	Oct 11 am		
	Oct 19 am		
	Oct 27 am		

Prerequisites may be met with consent of Instructor.

*High Estimate - Cost may vary depending on travel expenses & # of students

**The Outlook 98, Oracle Designer and Oracle Developer class fees are recovered through the monthly data network rate and paid for by ISD.

Pepperdine
College of
Technology

State Training Enrollment Application

Course Data

Course Requested: _____
 Date Offered: _____

Student Data

Name: _____
 Agency & Division: _____/
 Billing Address: _____
 Phone: _____
 E-mail Address: _____

How have you met the required prerequisites for this course? Explain, giving the class(es) taken, tutorial(s) completed, and/or experience.

Billing Information/Authorization *Mandatory*

Agency #: _____

Authorized Signature: _____

If attending Oracle Developer or Designer training, your application must also be approved by the agency IT Manager.

IT Manager: _____
 (signature)

Training is needed for:

- ☐ Agency Oracle Developer
- ☐ Continuing education opportunity. (*Agency will be billed for training*)
- ☐ Agency contractor. (*Agency will be billed for training*)

Full Class Fee Will Be Billed To The Registrant Unless Cancellation Is Made Three Business Days Before The Start Date Of The Class.

Deadhead Completed Form To:

Community Ed
 Helena College of Technology of The University Of Montana
 Phone 444-6821 Fax 444-6892

Editor's Notes



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Department of Administration
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This newsletter is dedicated to educating and informing with pertinent State technology news. Alternative accessible formats provided upon request to persons with disabilities.

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Available in Various Formats

- ISD Box #, Deadhead or Mail
- www.state.mt.us/isd/current/news/index.htm
- ISD's Value Added Server/guest/N&V

To Submit an Article

Send the article to Wendy Wheeler, via e-mail. The deadline for inclusion in the following month's newsletter is the 1st Friday of the previous month.

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ISD Customer Support Center

For problems or opportunities call 444-2000.

<http://www.state.mt.us/isd/current/news>

Is Your Address Correct?

6127

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